



Standard Operating Procedure for LAN Room Maintenance - DRAFT

IIUM ICT GUIDELINES

PREPARED FOR:

International Islamic University Malaysia

PREPARED BY:

Information Technology Division

Document Change Log

Release Version	Date	Pages Affected	Remarks/Change Reference
Version 1.0	20/3/2025	All	New formulated standard operating procedure.

IIUM ICT Policy & Guideline

Responsibility and Activity Log

Requestor	Description	Submission Date	Approval Date
Noor Helmi Bin Mokhtar	Document moved to the new template	20/3/2025	
Muhammad Asyraf Bin Rahman	Initial draft		

1. OBJECTIVE

The objective of this document is to define the guidelines for maintaining usability and keeping track of the capacity of LAN rooms.

2. TERMS AND DEFINITIONS

Term	Definition
IIUM	The International Islamic University Malaysia, otherwise known as “the University”
ICT	Information and Communication Technology
CDIO/CIO	Chief Digital Information Officer / Chief Information Officer
ITD	Information Technology Division
ITD Management	CDIO/CIO, Director, Senior Deputy Directors, Deputy Directors and Team Leaders of ITD.
Staff	Permanent Staff and Contract Staff of IIUM.
LAN	Local Area Network

3. GUIDELINES.

- 3.1 LAN room maintenance management is overseen by technical staff appointed by the IT management.
- 3.2 LAN room maintenance must be completed at least once a year per LAN room.
- 3.3 Approval for maintenance activities and submitted reports is granted by LAN room maintenance management.
- 3.4 Maintenance activities must be done by a technical staff appointed by the LAN room maintenance management and ensure to adhere to the following:
 - 3.4.1 Ensure all necessary tools and equipment are gathered, and all safety measures are in place to perform the activity.
 - 3.4.2 Check and record temperature, humidity, room tidiness, cable management, fire safety, and door functionality.
 - 3.4.3 Confirm the presence, condition, operational status, and capacity of

appliance inside the LAN room.

3.4.4 Complete the form, document all observations and actions taken, and submit it for review and approval.

3.5 A standardized form for the LAN room maintenance activities are as Appendix A: LAN room checklist.

4. IMPLEMENTATION AND NON-COMPLIANCE.

4.1 The Director of Information Technology Division holds the responsibility for the implementation of this guidelines and shall take necessary actions in the event of violation of this guideline.

4.2 This guideline is applicable to the University community and any infringement of the guidelines may subject to disciplinary actions and any other actions deems necessary.

5. ENFORCEMENT

5.1 This guideline is applicable to all staff of the University with access to the LAN room.

5.2 This procedure shall be implemented in accordance with IIUM's ICT Security Procedure in compliance with ISO/IEC 27001:2022 requirements to ensure confidentiality, availability, and integrity in all processes. All processes, decisions, and activities under this policy/guideline must uphold the principles of confidentiality, availability, and integrity to protect the information, data, and assets.

6. MAINTENANCE OF GUIDELINES

The Information Technology Division is responsible for the formulation and maintenance of this guidelines

7. RELATED POLICIES/STANDARDS/PROCEDURES/GUIDELINES.

This guideline shall be read together with the following or any documents which have recently been approved:

- 7.1 Policy for Service desk and Incident management.
- 7.2 Guidelines for IIUM Campus Network and Telephone Services.
- 7.3 IIUM ICT Policy
- 7.4 ICT Regulations
- 7.5 IIUM Information Management Policy
- 7.6 IIUM ICT Security Procedure
- 7.7 IT Infrastructure Library (ITIL)
- 7.8 Control of Business IT (COBIT)
- 7.9 Procedure of IT Service Request